

Angel Maciel

Atlanta, Georgia

angelmaci23@gmail.com | 470-642-0060 | [linkedin.com/in/angelmaci23](https://www.linkedin.com/in/angelmaci23) | github.com/maci23
Portfolio: maci23.github.io/portfolio/

PROFESSIONAL SUMMARY

AWS-certified professional with hands-on experience in Python, SQL, and system monitoring tools (Splunk, AppDynamics) to support and optimize enterprise-scale applications. Strong foundation in SDLC, production support, and data analysis, with growing skills in cloud infrastructure, automation, CI/CD, and modern web technologies. Actively pursuing opportunities in web design, cloud engineering, DevOps, and full-stack development.

SKILLS

- Programming: Python, Java, JavaScript, SQL, XML, HTML, CSS
- Tools: (Lambda, DynamoDB, SDKs), Splunk, AppDynamics, Wireshark, JIRA, Android Studio, SoapUI, RTC
- Competencies: Data Analysis, Cybersecurity, Project Management, Cloud Computing
- Management Consulting Project Management, Data Analysis and Visualization, JIRA, CLM, Machine Learning and AI
- Languages: English (Fluent), Spanish (Fluent)

EXPERIENCE

Deloitte Consulting

January 2022 - Present

Government Public Services (GPS) Consultant

IRS Business Tax Account (BTA) / Clean Energy Systems:

- Monitored application operability, enabling tax filing for 31M Americans and facilitating ~\$50M in payments by 450k+ unique users.
- Triageed 200+ incidents for IRS BOLA and Clean Energy systems, leveraging root cause analysis and incident management.
- Optimized enterprise-scale IRS applications serving millions of taxpayers by automating SQL validation checks and streamlining production support workflows.
- Built Splunk and AppDynamics dashboards to monitor microservice health and performance, enabling proactive incident detection and faster root cause analysis.
- Partnered with DevOps teams on CI/CD deployments by validating build releases, supporting environment testing, and troubleshooting deployment issues.
- Supported 12 deployments and 30+ maintenance windows, maintaining 98% availability for IRS Business Online Account, expanding Deloitte's IRS presence.
- Tested and resolved defects on the Application Development team, implementing new features, supporting production, and conducting data analytics.
- Prepared and delivered client presentations, communicating insights and updates to senior stakeholders effectively.
- Designed streamlined processes, reducing project turnaround time by 15% and boosting efficiency.
- Conducted tabletop sessions, training stakeholders on production support processes.
- Leveraged cloud concepts to analyze logs, monitor usage, and support system scalability.

California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS):

- Served as Functional Business Analyst on the Application Development team.
- Tested and validated portal functionality, managed Change Requests (CRs), and enhanced system features.
- Collaborated with state agencies and integrated with external systems (Federal Data Services Hub, MEDS, SAWS).
- Conducted SQL data profiling, documentation updates, and drafted use cases for system enhancements.

Amazon

July 2020 – November 2021

Fulfillment Associate

- Played a pivotal role in a high-volume distribution center, processing and packaging an average of 200 customer orders per shift.
- Consistently exceeded individual and team productivity targets, enhancing overall departmental efficiency and earning recognition for outstanding performance.

- Mentored new team members, offering hands-on training and guidance to facilitate their successful integration into the fulfillment operations.

Kohls

October 2017 - July 2020

Operations Associate

- Collaborated with a dynamic team to ensure accurate and efficient processing of online orders, exceeding daily targets by 20%.
- Demonstrated exceptional attention to detail while picking, packing, and shipping customer orders, maintaining a 99.9% order accuracy rate.
- Contributed to a streamlined workflow by efficiently restocking shelves and replenishing inventory, reducing out-of-stock instances by 15%.
- Trained and mentored new team members, facilitating their seamless integration into the fulfillment operations and fostering a culture of continuous learning.

EDUCATION

Georgia State University, J. Mack Robinson College of Business - Atlanta, GA

August 2018 - December 2021

Bachelor of Business Admin. Computer Information Systems. Cyber Security track

- Courses: Systems & Network Security, System Analysis, Database Management, Managing IT Projects, Intro to Programming, Business Analysis

University of North Georgia - Gainesville, GA

August 2015 - August 2017

Associate of Science

PROJECTS

- Instagram Clone App: Developed an unpublished app using Java and Android Studio
- Arcade-Style Game: Built a PC game with Python and Pygame
- Pong Android Game: Created with Java and APIs

CERTIFICATIONS

- CompTIA Security+ ce Certification – Issued December 2024
- Industry Proficiency Foundation: Government & Public Services Deloitte – Issued December 2024
- Splunk Core Certified User – Issued December 2023
- AppDynamics Verified Core APM Cisco – Issued November 2023
- AWS Certified AI Practitioner – Issued September 2025
- AWS Certified Cloud Practitioner – Issued October 2023
- AWS Certified Developer Associate – Issued December 2022
- IBM: Introduction to Cybersecurity Tools & Cyber Attacks – Issued Jun 2021
- IBM: Cybersecurity Roles, Processes & Operating System Security – Issued Jul 2021
- LinkedIn: Python for Students – Issued Jun 2021
- LinkedIn: Excel 2019 Essential Training – Issued Aug 2020
- Google: Foundations: Data, Data, Everywhere – Issued Jun 2021

MENTORSHIP

Deloitte Onboarding Advisor (OBA) Firm Initiative

- Facilitated engaging and informative orientation sessions, delivering essential information on company policies, resources, and opportunities for career development.
- Conducted one-on-one meetings with new hires to understand their career goals and provide personalized guidance on navigating the firm's internal networks and support systems.

Deloitte PMO Georgia State Campus Recruiting

July 2023 - Present

- Played a pivotal role in the execution and coordination of campus recruiting efforts, supporting the project management office in identifying top-tier talent for the firm's diverse initiatives.
- Contributed to the design and implementation of process improvements within the PMO, optimizing efficiency and effectiveness in campus recruiting operations.
- Collaborated closely with cross-functional teams, including campus recruiting managers and stakeholders, to streamline the end-to-end recruitment process and ensure a consistent and positive candidate experience.

